
Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,
Director of System Management*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



Convenient, Clean and Safe Roadside Accommodations

Percent of customers satisfied with rest areas' convenience, cleanliness and safety

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure helps MoDOT understand customer expectations concerning the convenience, cleanliness and safety of its rest areas. This information will provide insight to rest area location, lighting, and security as well as the overall cleanliness expectations.

Measurement and Data Collection:

MoDOT measures this attribute with both an internal and external data collection. MoDOT receives information in the form of a survey card offered at all rest areas in the system. The survey cards ask a variety of questions with three of the questions specifically asking if the rest area is convenient, clean and safe. This provides direct input from our customers and is considered our external source.

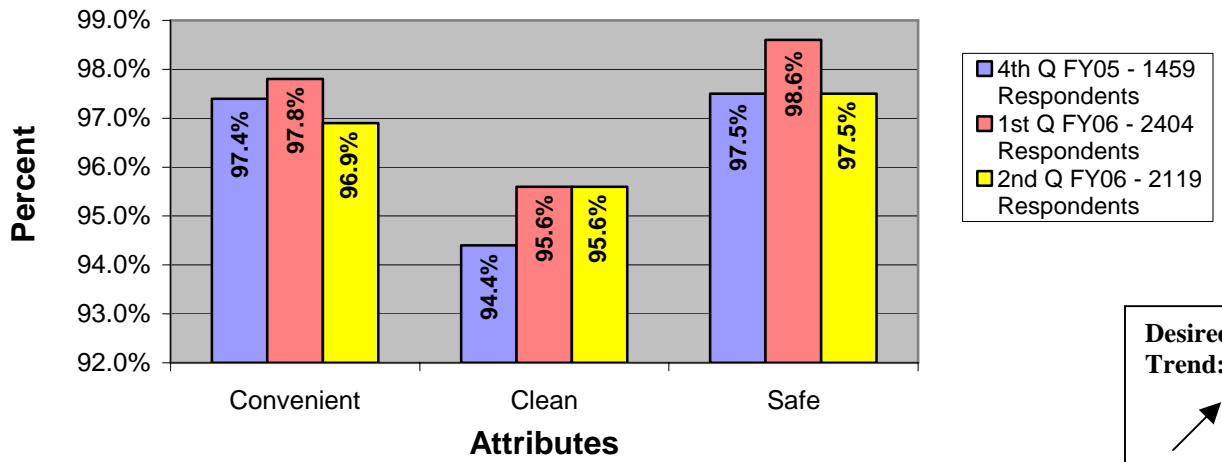
To ensure the customer satisfaction, all rest areas are inspected using an attribute list developed and based on an industry-wide literature review. The attribute list includes characteristics rest-area users identified as what they consider convenient, clean and safe. MoDOT maintenance employees inspect all rest areas at least two times per month using this list and are considered our internal source.

Improvement Status:

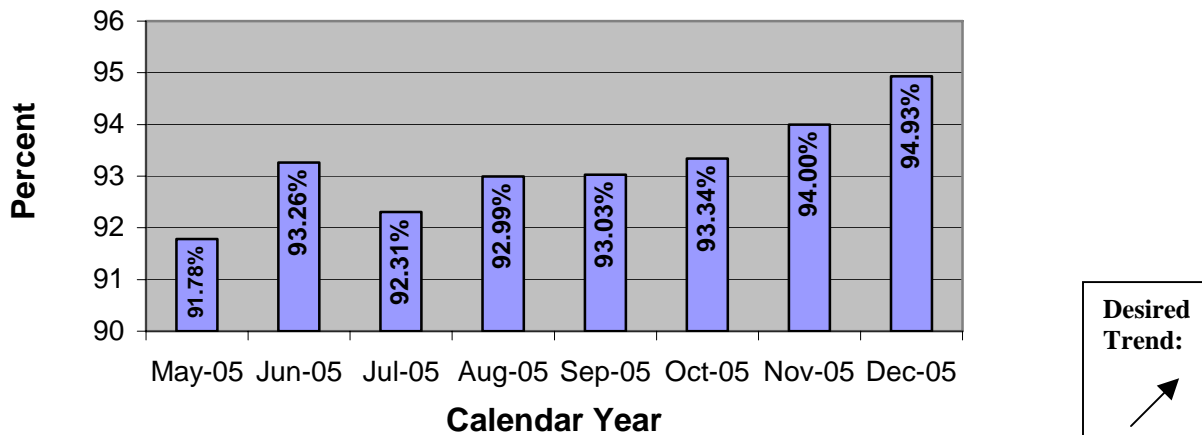
The rest area survey cards were made available in May 2005. For the first quarter of the fiscal year 2006 (July – September) 2,404 cards were returned. For the second quarter of the fiscal year 2006 (October – December) 2,119 cards were returned. The one percent lower rating as shown for the second quarter of fiscal year 2006 is not significant in relationship to the total survey cards received. Based on the cards returned from 46 different states, Canada, Ireland and the United Kingdom, MoDOT is meeting the needs of its customers.

The internal rest area inspections started during May 2005. MoDOT is doing extremely well at meeting the customers' expectations for convenient, clean and safe facilities, largely in part to these inspections conducted a minimum of two times per month. The score average for all rest areas in the fourth quarter of the fiscal year 2005 (May – June) was 92.52 percent, 92.78 percent for the first quarter of the fiscal year 2006 (July – September), and a slight increase to 94.09% for the second quarter of fiscal year 2006. MoDOT takes care of maintenance concerns in a timely manner to keep the rest areas open for use.

Percent of Customers Satisfied with Rest Areas' Convenience, Cleanliness and Safety



Internal Inspection Ratings for Convenience, Cleanliness and Safety of Rest Areas



Convenient, Clean and Safe Roadside Accommodations

Percent of customers satisfied with commuter lots' convenience, cleanliness and safety

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

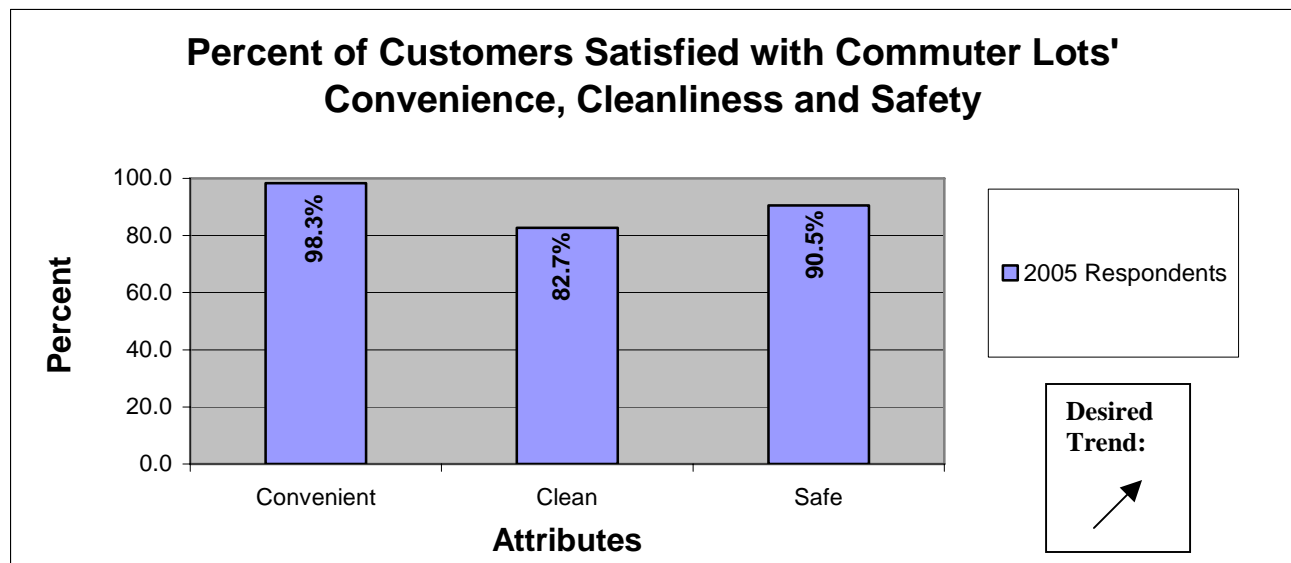
This measure will help the department understand the MoDOT customer expectations concerning the convenience, cleanliness and safety of its commuter lots. This information will provide insight to location of commuter lots, lighting and security at commuter lots as well as their overall cleanliness.

Measurement and Data Collection:

MoDOT receives information in the form of survey cards distributed by MoDOT employees at twenty commuter lots. The survey card asks a variety of questions. Three questions specifically ask if the commuter lot is convenient, clean and safe. This is a baseline measure that provides direct input from our customers and is considered our external source.

Improvement Status:

Commuter lot survey cards were distributed to 1,176 customers in December 2005 and we received 346 replies. Most of the customers thought the lots were convenient with 67 percent using them five days per week. Seventy-two percent cited saving fuel costs as the most important reason to use the lot. Ninety percent of customers were satisfied with safety at the lots with several customers expressing the need for additional lighting and 5.2 percent reporting theft and property damage concerns. Nearly eighty-three percent of the customers were satisfied with cleanliness. We received many comments about litter and the need for trash cans. Other frequent comments included the need for better surface maintenance on the gravel and asphalt lots and in a few lots expansion to provide more parking spaces. We have established quarterly inspection checklists to be performed at all commuter lots in the future to identify maintenance needs and expect the satisfaction for cleanliness and safety to improve.



Convenient, Clean and Safe Roadside Accommodations

Number of users of rest areas

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Stacy Armstrong, Roadside Management Supervisor

Purpose of the Measure:

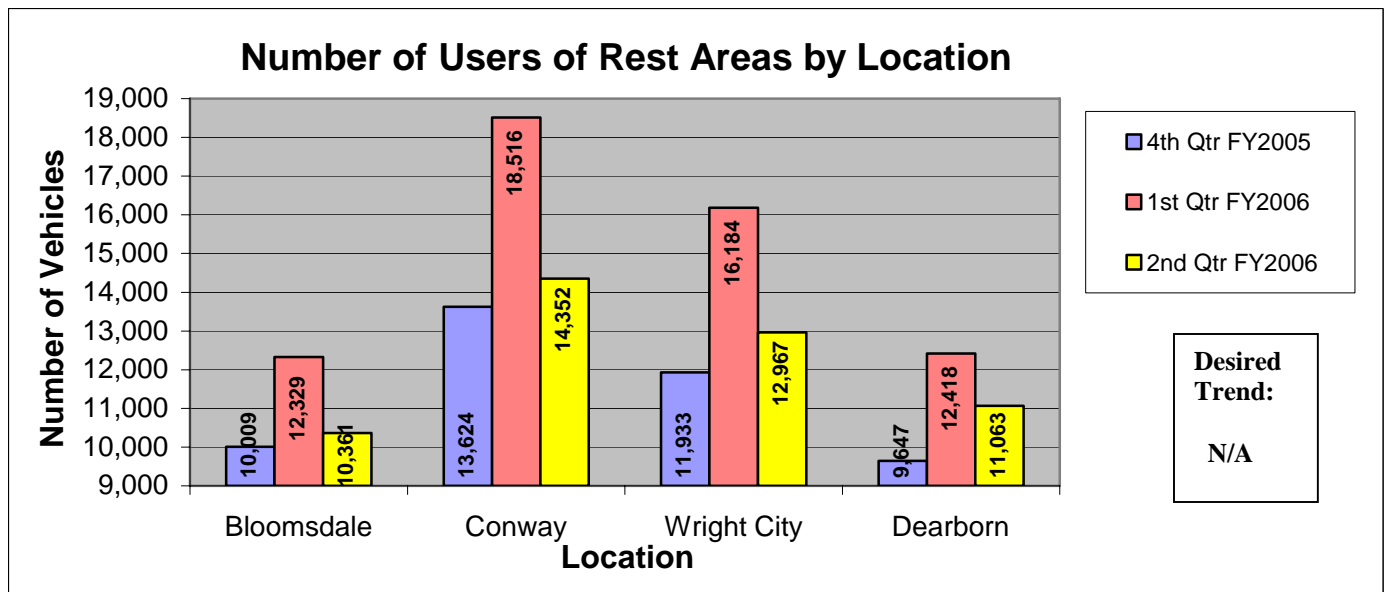
This measure tracks the number of vehicles entering rest areas. This information helps MoDOT better understand the peak days and times visitors use rest areas, impacting staffing decisions.

Measurement and Data Collection:

Temporary mechanical traffic counters are placed at four rest areas for seven consecutive days per quarter. All of the four sample locations have counters placed at the exit (more accurate counts than at the entrance) of each rest area to count users traveling in both directions. All four locations have two counters for a total of eight counts. This measurement started in mid-April, 2005, and the first four sample areas are Bloomsdale I-55, Conway I-44, Wright City I-70, and Dearborn I-29

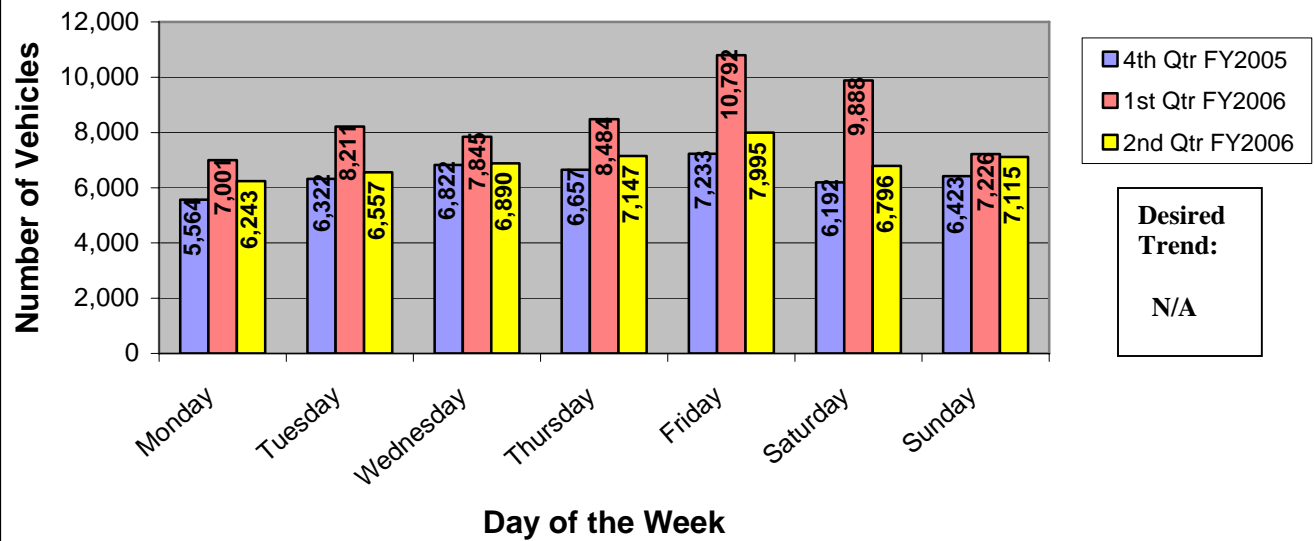
Improvement Status:

A total of 48,743 vehicles visited the four selected rest areas during the seven-day period of the second quarter of the fiscal year 2006 compared to 45,213 vehicles during the seven-day period of April 2005 and 59,447 during the first quarter of 2006. A decrease was expected for the following reasons. First, the first quarter of the fiscal year 2006 occurs during the summer vacation season. Second, the actual count for the first quarter of the fiscal year occurred during the July 4th holiday. Going into the fall season, it was expected the visitors will be lower this quarter and a continued decline the next quarter, during the winter months. A rebound is expected in the spring. Continued tracking of these locations will help determine if these assumptions are correct. Monday remains the day with the least visitors progressing to Friday, the busiest day.



Number of Users of Rest Areas by Day

Bloomsdale, Conway, Wright City and Dearborn



Convenient, Clean and Safe Roadside Accommodations

Number of users of commuter parking lots

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

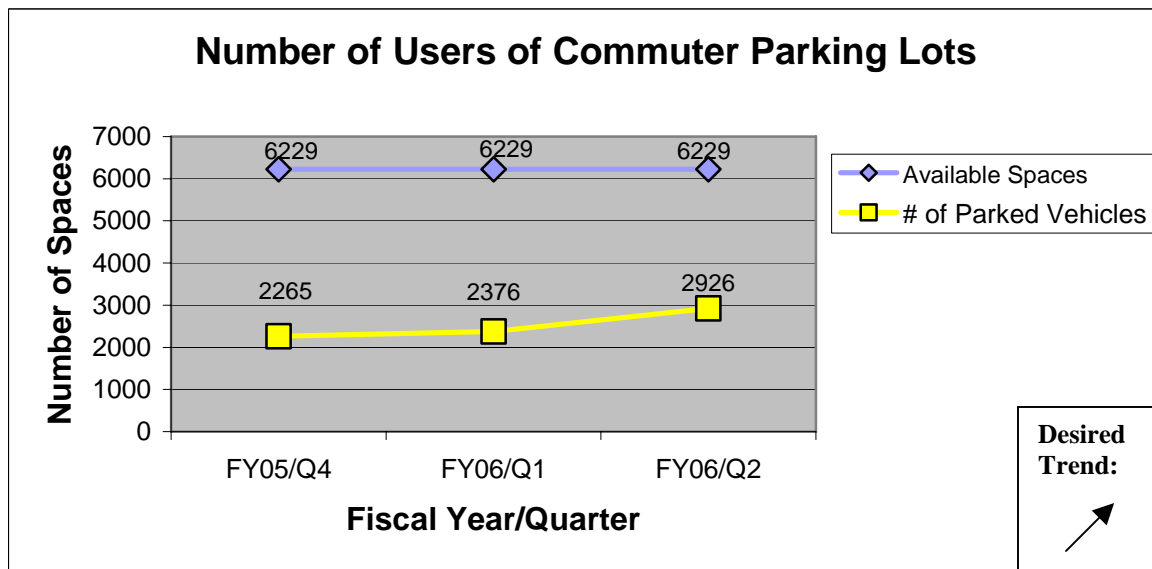
This measure tracks the number of commuter parking lot users. It will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the traveling public's needs.

Measurement and Data Collection:

District maintenance personnel count the number of vehicles parked in each commuter lot on a quarterly basis. Data is collected from every district to create a statewide report. Data collection started in May 2005.

Improvement Status:

There was a substantial increase in the number of vehicles parked in the commuter lots from the previous quarter. The additional users of commuter parking lots can be attributed to the increased price of fuel in the last three months of 2005. MoDOT will continue to encourage motorists to use these lots through news releases.



Convenient, Clean and Safe Roadside Accommodations

Number of truck customers that utilize rest areas

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

This measure tracks the number of trucks at rest areas. The numbers of trucks using the rest areas and the nearby ramps could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

Measurement and Data Collection:

On a monthly basis, district maintenance personnel will count the number of trucks parked at rest areas and on nearby ramps within 15 miles of the rest areas. The count is done between 4 and 6 a.m., which is typically the busiest time. Data is collected from every rest area to create a statewide report. Data collection began in May 2005.

Improvement Status:

The number of trucks using the rest area parking facilities has decreased the last two months. This may be a seasonal variation, however, the number of trucks parked in the rest areas still outnumber the available designated parking spaces. MoDOT is working with our motor carrier partners to find innovative solutions to provide more truck parking spaces.

